

Warranty Issues and Your Battery

Below is an overview about Antigravity Batteries Lithium-Ion Starter Batteries and the typical warranty issues we see most often and how it relates to the warranty coverage we offer.

To begin, let's agree that a product warranty is a promise by a manufacturer to a consumer, that the product they are purchasing will work as designed, and be free of defects in workmanship and the component parts for a given period of time.

In simple terms related to Antigravity Batteries Products..... if your battery fails as a result of something that we (Antigravity Batteries) did improperly during assembly and manufacturing, or if a component in your battery fails as a result of a defect in the materials, then Antigravity Batteries will repair, replace or warrant the battery for a period of up to 3 years (please see attached warranty). On the other hand, if there was an issue with the installation that YOU did, or if YOUR bike had an issue such as a faulty voltage regulator that went bad (older bikes usually) and it overcharged the battery then that is an issue beyond our control and we do not warranty issues such as this. Another example of issues beyond our control is if your bike/vehicle has a parasitic drain which over-discharged the battery during a period when you didn't ride the bike or drive the vehicle to charge it, then that is NOT an issue that we are responsible for unfortunately.

All batteries require some form of maintenance. It will be your responsibility to make sure you keep the battery in a state of charge that is not below 10.5 volts or the battery can be damaged. That goes for ANY battery such as Lead/Acid Batteries also, this is not just an Antigravity Batteries issue. The sections in our warranties almost exactly the same as you will find on a name brand Lead/Acid Battery such as Odyssey. So again this is not just a lithium Battery issue, there are inherent maintenance issues with ANY battery that should be followed to get the best life out of a battery.

Keep in mind Antigravity Lithium Batteries can hold a charge up to and over a YEAR if they are not connected to the vehicle, or even within the some vehicle that do not have parasitic drains, such as some (but not all) older bikes and many dirt bikes. A Street oriented vehicle usually does have some parasitic drain that can over-discharge a battery after a short period of time due to the instrument cluster or modern electronics drawing energy to keep them going even when the key is off. So that is why it is important to be riding enough to keep the battery charged or putting it a battery on a maintainer if you vehicle has a high draw on the battery or if you won't be riding much. Also you can just disconnect our battery and it will stay charged for up to a year!

Our warranty policy is not an insurance policy.... Antigravity uses the highest quality components in the industry and builds our product to withstand the most vigorous uses and severe vibration, but something as simple as a long term over discharge can damage or ruin your battery. Again, this is not the fault of our manufacture process or the quality of our components. So be very careful in making sure you battery stays within an acceptable voltage range 10.5v to 14.6v. In the overwhelming majority (95%) of cases of a warranty claim on our Antigravity Lithium-Ion Starter Batteries the call is a user saying something like this: "I put my bike away for a little while (or long while) then when I went out to start my bike, but the battery was dead. I don't understand why the battery is dead if I didn't use my bike for 3 months" This unfortunately is not a warranty issue, that fact is the battery has been drained by the vehicles ECU, Instrument Cluster, Power Commander, theft alarm or anything other accessories that might draw energy from the battery while it is connected. A battery is NOT and endless supply of energy, energy taken from the battery MUST be replaced before the battery is over-discharged. The lithium-ion batteries we use will absolutely hold a charge for over a year if the energy is not being taken by the ECU, Power Commander or any other electrical/electronic parts that may draw energy.

Any and all batteries do require some maintenance and it can be as simple as making checking the voltage every once in a while to make sure the battery is charged, or taking it for a ride to recharge it. But forgetting about it

can at lead to and over-discharged condition that can damage you Antigravity Battery. We do NOT want that to happen to you. You can expect many years of fantastic performance from your battery if it is checked and not allowed to over discharge. These batteries are extremely durable and can handle vibration and other elements well, but an over-charge or over-discharge are the main culprits for battery damage. So if you battery in monitor and you vehicle is in good working order you will get a great life from you battery. But you must be aware that we will ultimately only accept warranty claims for issues that are directly related to OUR manufacture and components...no situations beyond our control.

Here are some reasons that might cause damage to your battery. But keep in mind the main reason for Lithium-Ion Battery damage is over discharge or over-charge of your.

Over-Charge due to faulty Voltage Regulator- This usually happens on older Harleys, or Older 70s-80s Japanese bikes... The Regulator is old and then goes bad creating a large spike in voltage to the Lithium Battery. The tell-tale sign of this is a “puffed” battery ... the battery become physically distorted and ballooned by overcharging.

Over-Discharge- This is the #1 cause of battery damage to any battery, be it lead/acid or Lithium. The battery is allow to drain below 10.5v or lower for a period of time. This diminishes capacity of the battery, ruins the ability to discharge high amperage for starting, and generally shortens the life span of the battery dramatically

To small of a battery for your motor size. Some want the smallest battery possible for their vehicle and expect it to start a very large motor. While we make batteries that can do this better than any battery in the industry... the fact is you still cannot put a 1” battery into a Electric Start V-Twin Harley and expect it to turn it over as well as a battery 6 times larger. Choose the right size battery for your application.

Using a Lead/Acid Charger on a Lithium-Ion Battery. Keep in mind a lithium battery is a different chemical makeup than a Lead/Acid battery. Additionally Lead/Acid charges attempt to keep charging a Lead/Acid battery to compensate for the Lead/Acid batteries “natural discharge” effect. Lithium requires a lithium battery charger that charges it to the appropriate amount and shuts off completely. Lead/Acid chargers overcharge lithium batteries is the bottom line. Just use the correct charger and you will never have to worry about ruining your Lithium-Ion Battery with the wrong charger.

Accessories are drawing energy while the bike sits with the Key off. Most modern bikes since the 90’s have a draw on the battery regardless if the key is off. The battery’s energy is being taken from the ECU, Alarm, Instrument Cluster, or other electronics you might ad. These items on some vehicles are VERY fast draws on a battery and especially if you are using a very small battery of ours to start your bike. By going smaller you are losing capacity... but in performance use you do not really need extra capacity... so choose your battery depending on your use... If you tour or Adventure you are going to want the most capacity as possible. If you race or track

As you can imagine, none of these “warranty issues” are actually related to the battery, or are the result of a problem with our manufacturing. These are all problems that are outside of warranty status, because they were not a result of something that we did wrong, but were instead the result of something that was outside of our control. These would be issues considered to be covered by an insurance policy, not a warranty.

LIMITED WARRANTY

Please read the following carefully. Antigravity Batteries are a Premium Motorsports Battery with a 3-year pro-rated warranty on our Starter Batteries.

Antigravity Batteries LLC warrants to the original purchaser that our batteries are free of defects in material and workmanship for the term of 3 years.

All batteries must be registered within the first 30 days from the original purchase date or original purchaser must provide original receipt in order to be eligible for a warranty claim. Warranties are non-transferable. Returns will only be accepted from the original Purchaser.

WARRANTY DOES NOT COVER ANY OF THE FOLLOWING PHYSICAL ISSUES

- Any physical damage caused by abuse, mis-use or improper installations
- Any modification to any part of the battery or its parts
- Physical damage to battery after purchase by impact, neglect, or misuse.

WARRANTY DOES NOT COVER THE FOLLOWING ELECTRICAL ISSUES.

- Damage from direct "shorting" of the battery
- Damage occurring from V-Twin Motors that have a "jack shaft" get stuck and resulting in damaging of the battery
- Using a Battery Tender or similar product on the Antigravity Battery (do not use trickle chargers)
- Use of Chargers intended for Lead/Acid batteries
- Use of Chargers NOT intended specifically for Lifepo4 Lithium Batteries with a maximum charge voltage not over 14.4v
- Overcharging due to a defect with vehicle's voltage regulator or defective charging system on the vehicle
- Over Charging battery above 14.6v
- Over Discharge of battery below 9.8v
- Allowing voltage to drop below 9.8v
- Use in excess of cranking (CCA) specifications
- Parasitic drains that discharge the battery to below 9.8v

All warranty claims are handled by Antigravity Batteries directly. All warranty claims must be accompanied by the **original receipt** from your retailer or your Antigravity Batteries Invoice. Do not contact your reseller for warranty claims. You may request a Return Merchandise Authorization (RMA#) by sending an email notification to warranty@antigravitybatteries.com. Stating your Invoice number or attaching original receipt.

Returns will only be accepted from the original owner. A return authorization number must be acquired from Antigravity Batteries before the battery is shipped. If a battery is received without a Return Authorization Number, or without the original receipt then the battery will be returned to the original shipper COD.

Customer must send back battery for warranty service before a replacement battery can be shipped out. Antigravity Batteries will not ship a battery out unless the original unit has been sent back.

Antigravity Batteries are only eligible for one warranty replacement. Once a battery has been repaired or replaced under warranty, the replacement item only holds the remainder of the warranty period from the date of the original purchase of the battery.

All shipping charges, insurance and any damage incurred during shipping for any and all warranty claims is the customer's responsibility. If the battery is determined to be defective, Antigravity Batteries will pay for return shipping of the replacement battery back to the customer (within the continental US only) by ground shipping only. If the battery is NOT defective, or the battery sale originated outside the continental US, shipping back to the customer will be at the customer's expense. Any shipping service other than ground shipping as requested by the customer would be at the customer's expense.

If the battery is used in sanctioned competition of any kind, abused, or used in a manner for which it was not intended the warranty is void.

Antigravity Batteries LLC reserves the right to deny any and all claims if all conditions and terms are not met.

Returns MUST be accompanied by:

- A copy of Original Receipt or Purchase Invoice
- Antigravity Batteries -Issued RMA#

Products found NOT defective after in-house testing at Antigravity can only be returned to customers, at their expense for shipping.

The 3 Year Limited Warranty is on a pro-rated basis based from the original date of purchase. Only ONE battery replacement will be given under warranty.

1-5 Months — Free Replacement

6-12 Months — 75% discount from retail MSRP

13-24 Months — 50% discount from retail MSRP

24-36 Months — 25% discount from retail MSRP

Customers are responsible for paying initial shipping charge to return batteries. Antigravity Batteries will pay shipping on replacement batteries sent to customers, except those without copy of receipt and/or RMA#.

In cases where Antigravity products are purchased outside the United States, Canada, and Mexico, return shipping charges may apply even for warranty-replacement cases. In our response to your online claim submission, we will advise potential shipping costs, in such cases.

NON-WARRANTY RETURNS

Any merchandise in "new" condition which was originally purchased via the Antigravity Batteries website may be returned to Antigravity LLC within 30 days of purchase. Antigravity will test the product for damage before a refund is given. A 10% restocking fee will apply. For "as new" returns to other sellers, please consult your seller for their terms.

Merchandise must be accompanied by a Return Authorization Number, copy of original receipt or Antigravity Invoice/Order number, and all original packaging in "new" condition.

Refunds will be granted less the actual original shipping cost if it was a "free shipping" item. A restocking fee will be 10% - or refund entirely refused, in case the product or packaging is damaged, depending on severity.

SHIPPING DAMAGE

Any item damaged in transit must be reported to the SHIPPER IMMEDIATELY upon opening of the package, and Antigravity Batteries notified of damage at which time Antigravity will inform customer of next action.

ANTIGRAVITY BATTERIES LLC LIABILITY IS LIMITED TO REPLACEMENT OF THE BATTERY ACCORDING TO THE TERMS STATED ABOVE. ANTIGRAVITY BATTERIES WILL NOT BE RESPONSIBLE FOR ANY EXPENSES FOR INSTALLATION, TOWING, ELECTRICAL

SYSTEM TESTS, CHARGING A BATTERY, LOSS OF TIME, OR OTHER EXPENSES WHICH WOULD BE CONSIDERED AS INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WARRANTY DOES NOT COVER DAMAGE TO THE BATTERY CAUSED BY ABUSE OR NEGLIGENCE, A FAILURE TO KEEP THE BATTERY PROPERLY CHARGED OR MAINTAINED, FIRE, COLLISION, EXPLOSION, FREEZING, THEFT, OVERCHARGING, OR DAMAGE CAUSED BY MODIFICATIONS.

This warranty shall be IN LIEU OF any other warranty, express or implied, including but not limited to, any implied warranty of MERCHANTABILITY or fitness for a particular purpose.

NOTE: SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS, WHICH MAY VARY BY STATE.

LIMITED WARRANTY

Please read the following carefully. Antigravity Batteries are a Premium Motorsports Battery with a 3-year pro-rated warranty on our Starter Batteries.

Antigravity Batteries LLC warrants to the original purchaser that our batteries are free of defects in material and workmanship for the term of 3 years.

All batteries must be registered within the first 30 days from the original purchase date or original purchaser must provide original receipt in order to be eligible for a warranty claim. Warranties are non-transferable. Returns will only be accepted from the original Purchaser.

WARRANTY DOES NOT COVER ANY OF THE FOLLOWING PHYSICAL ISSUES

- Any physical damage caused by abuse, mis-use or improper installations
- Any modification to any part of the battery or its parts
- Physical damage to battery after purchase by impact, neglect, or misuse.

WARRANTY DOES NOT COVER THE FOLLOWING ELECTRICAL ISSUES.

- Damage from direct "shorting" of the battery
- Damage occurring from V-Twin Motors that have a "jack shaft" get stuck and resulting in damaging of the battery
- Using a Battery Tender or similar product on the Antigravity Battery (do not use trickle chargers)
- Use of Chargers intended for Lead/Acid batteries
- Use of Chargers NOT intended specifically for Lifepo4 Lithium Batteries with a maximum charge voltage not over 14.4v
- Overcharging due to a defect with vehicle's voltage regulator or defective charging system on the vehicle
- Over Charging battery above 14.6v
- Over Discharge of battery below 9.8v
- Allowing voltage to drop below 9.8v
- Use in excess of cranking (CCA) specifications
- Parasitic drains that discharge the battery to below 9.8v

All warranty claims are handled by Antigravity Batteries directly. All warranty claims must be accompanied by the **original receipt** from your retailer or your Antigravity Batteries Invoice. Do not contact your reseller for warranty claims. You may request a Return Merchandise Authorization (RMA#) by sending an email notification to warranty@antigravitybatteries.com. Stating your Invoice number or attaching original receipt.

Returns will only be accepted from the original owner. A return authorization number must be acquired from Antigravity Batteries before the battery is shipped. If a battery is received without a Return Authorization Number, or without the original receipt then the battery will be returned to the original shipper COD.

Customer must send back battery for warranty service before a replacement battery can be shipped out. Antigravity Batteries will not ship a battery out unless the original unit has been sent back.

Antigravity Batteries are only eligible for one warranty replacement. Once a battery has been repaired or replaced under warranty, the replacement item only holds the remainder of the warranty period from the date of the original purchase of the battery.

All shipping charges, insurance and any damage incurred during shipping for any and all warranty claims is the customer's responsibility. If the battery is determined to be defective, Antigravity Batteries will pay for return shipping of the replacement battery back to the customer (within the continental US only) by ground shipping only. If the battery is NOT defective, or the battery sale originated outside the continental US, shipping back to the customer will be at the customer's expense. Any shipping service other than ground shipping as requested by the customer would be at the customer's expense.

If the battery is used in sanctioned competition of any kind, abused, or used in a manner for which it was not intended the warranty is void.

Antigravity Batteries LLC reserves the right to deny any and all claims if all conditions and terms are not met.

Returns MUST be accompanied by:

- A copy of Original Receipt or Purchase Invoice
- Antigravity Batteries -Issued RMA#

Products found NOT defective after in-house testing at Antigravity can only be returned to customers, at their expense for shipping.

The 3 Year Limited Warranty is on a pro-rated basis based from the original date of purchase. Only ONE battery replacement will be given under warranty.

1-5 Months — Free Replacement

6-12 Months — 75% discount from retail MSRP

13-24 Months — 50% discount from retail MSRP

24-36 Months — 25% discount from retail MSRP

Customers are responsible for paying initial shipping charge to return batteries. Antigravity Batteries will pay shipping on replacement batteries sent to customers, except those without copy of receipt and/or RMA#.

In cases where Antigravity products are purchased outside the United States, Canada, and Mexico, return shipping charges may apply even for warranty-replacement cases. In our response to your online claim submission, we will advise potential shipping costs, in such cases.

NON-WARRANTY RETURNS

Any merchandise in "new" condition which was originally purchased via the Antigravity Batteries website may be returned to Antigravity LLC within 30 days of purchase. Antigravity will test the product for damage before a refund is given. A 10% restocking fee will apply. For "as new" returns to other sellers, please consult your seller for their terms.

Merchandise must be accompanied by a Return Authorization Number, copy of original receipt or Antigravity Invoice/Order number, and all original packaging in "new" condition.

Refunds will be granted less the actual original shipping cost if it was a "free shipping" item. A restocking fee will be 10% - or refund entirely refused, in case the product or packaging is damaged, depending on severity.

SHIPPING DAMAGE

Any item damaged in transit must be reported to the SHIPPER IMMEDIATELY upon opening of the package, and Antigravity Batteries notified of damage at which time Antigravity will inform customer of next action.

ANTIGRAVITY BATTERIES LLC LIABILITY IS LIMITED TO REPLACEMENT OF THE BATTERY ACCORDING TO THE TERMS STATED ABOVE. ANTIGRAVITY BATTERIES WILL NOT BE RESPONSIBLE FOR ANY EXPENSES FOR INSTALLATION, TOWING, ELECTRICAL

SYSTEM TESTS, CHARGING A BATTERY, LOSS OF TIME, OR OTHER EXPENSES WHICH WOULD BE CONSIDERED AS INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WARRANTY DOES NOT COVER DAMAGE TO THE BATTERY CAUSED BY ABUSE OR NEGLIGENCE, A FAILURE TO KEEP THE BATTERY PROPERLY CHARGED OR MAINTAINED, FIRE, COLLISION, EXPLOSION, FREEZING, THEFT, OVERCHARGING, OR DAMAGE CAUSED BY MODIFICATIONS.

This warranty shall be IN LIEU OF any other warranty, express or implied, including but not limited to, any implied warranty of MERCHANTABILITY or fitness for a particular purpose.

NOTE: SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER LEGAL RIGHTS, WHICH MAY VARY BY STATE.

Antigravity Batteries®

Warranty Claim form for Starter Batteries

PHONE: 310-527-2330

FAX: 310-957-2412

EMAIL: sales@antigravitybatteries.com

Please fill out the Antigravity Batteries Warranty Claim Form as completely as possible and return with the battery and copy of Receipt shipped back to

Antigravity Batteries 15622 Broadway Center St. Gardena, CA 90248

It will be Customers responsibility for all shipping to Antigravity Batteries, we will not be held responsible for lost or damaged products in shipping. Antigravity Batteries will test the product and if found defective due to workmanship Antigravity will provide shipping cost back within the USA only. Outside of the USA shipping to and from Antigravity Batteries will be the Customers responsibility.

Antigravity Batteries will warrant the battery per the Warranty attached to this document
Please read the warranty for details on coverages.

All information must be filled out completely

NAME: _____ PHONE: _____ EMAIL ADDRESS: _____

MAILING ADDRESS: _____ CITY: _____ STATE / PROV _____

COUNTRY: _____ POSTAL CODE: _____

Model Number of Antigravity Battery? _____ Date of Purchase? _____

Where did you buy the Battery? _____
Receipt/Proof of Purchase is required

Please fill out the information about the vehicle completely

Year of Vehicle: _____ Brand of Manufacturer: _____ Vehicle Model: _____

How is the battery used:
(check all that apply)

Street Use Only ☐

Dirt/Offroad Use ☐

Track Days ☐

Race Use ☐

Automotive Use ☐

Custom Bike ☐

Water or Snow ☐

Other (specify) ☐ _____

What is the issue and when and how did it start occurring? Explain completely

NAME

DATE

Include this form completely filled out. Include copy of Original Receipt.
We cannot accept Warranty Claims without Receipt from original purchaser